



Customer Safety Tips

Tips To Remember: Phone Scams

The Miami-Dade Water and Sewer Department (WASD) is advising customers of a new scam targeting water utility customers. Scam artists in some parts of the country are calling residents offering a fraudulent water discount and asking for personal account information. If anyone receives such a call, please report it to the authorities immediately.

WASD does not offer discounts on water. Customers receiving unsolicited calls should never provide any personal information, including your WASD account number, Social Security Number or credit card information.

- If you receive a call offering “discounts,” as well as a request for your account information and/or an offer to pay your bill – this is a scam. WASD does not call asking for your account information, nor do we offer discounts for service.

If you think you have fallen victim to a scam or received a suspicious call, please follow these steps:

- Call your local police department and report the incident.
- If Caller ID is available, note the number and provide to police.
- Call the WASD customer service line at 305-665-7477.

Tips To Remember: You Can Verify a WASD Field Employee Identity

- If someone calls or comes to your home saying they are a Miami-Dade Water and Sewer Department employee, here are some tips to help you verify that they are our employees:
 - WASD employees have photo identification with them at all times when they are on the job.
 - Department vehicles and field staff’s clothing display the Miami-Dade County logo.
- If someone comes to your door or is performing work near your property and identifies themselves as a WASD employee, you can now **call 311** to verify their identity. 311 is open weekdays from 7 a.m. to 7 p.m. and Saturdays from 8 a.m. to 5 p.m. and closed on Sundays and holidays. Should you need to verify a WASD employee’s identity after hours, please **call 305-274-9272**.
- Most water meters are located in the public right-of-way. Therefore, WASD employees typically DO NOT require access to a customer’s property unless their meter is located in the backyard. Also, WASD staff would NEVER need to enter a customer’s home.